

PATENT APPLICATION

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. MFCP.89120
MICROSOFT NO. 186652.1

As below-named inventors, we hereby declare that:

Our residence/post office address and citizenship are as stated below next to our respective names;

We believe we are the original, first and joint inventors of the subject matter which is claimed and for which a patent is sought on the invention entitled: SERVICE QUALITY MONITORING SYSTEM AND METHOD, the specification of which is filed herewith unless the following box is checked:

() was filed on _____ as US Application Serial No. _____.

We hereby state that we have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment(s) referred to above. We acknowledge the duty to disclose all information which is material to patentability as defined in 37 CFR 1.56.

POWER OF ATTORNEY:

As named inventors, We hereby appoint the following attorney(s) and/or agent(s) listed below to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

William B. Kircher, Reg. No. 22,481	Joan Optican Herman, Reg. No. 31,968	Scott B. Strohm, Reg. No. 42,172	Katie E. Sako, Reg. No. 32628
James H. Marsh, Jr., Reg. No. 24,533	Michael B. Hurd, Reg. No. 32,241	Janine A. Carlan, Reg. No. 42,387	Daniel D. Crouse, Reg. No. 32022
J. David Wharton, Reg. No. 25,717	Michael J. Gross, Reg. No. 35,528	Clinton G. Newton, Reg. No. 42,930	Jean Dickman, Reg. No. 48,538
Joseph B. Bowman, Reg. No. 25,807	William P. Jensen, Reg. No. 36,833	Ladi Shogbamimu, Reg. No. 46,291	Marshall Honeyman, Reg. No. 48,114
Peter W. Gowdey, Reg. No. 25,872	Chris Murphy, Reg. No. 39,786	Dennis Danella, Reg. No. 46,653	John K. Hsu, Reg. No. 45,563
Richard R. Johnson, Reg. No. 27,452	Daniel W. Shinn, Reg. No. 40,810	Tawni L. Wilhelm, Reg. No. 47,456	Richard D. Jordan, Reg. No. 33,519
Walter R. Brookhart, Reg. No. 29,518	B. Trent Webb, Reg. No. 40,865	Daniel P. Devers, Reg. No. 47,523	Bart A. Starr, Reg. No. 48,386
James H. Riley, II, Reg. No. 31,131	Susan J. Wharton, Reg. No. 41,524	Greg S. Donahue, Reg. No. 47,531	

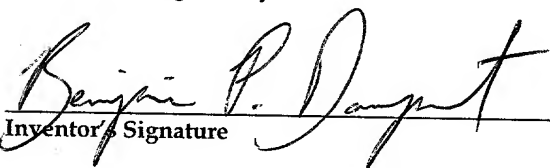
Send Correspondence to:		Direct Telephone Calls To:	
Contact Name	Daniel W. Shinn	Contact Name	Daniel W. Shinn
Firm Name	Shook, Hardy & Bacon, L.L.P.	Contact Phone Number	816-474-6550 ext. 30036
Firm Address	1200 Main Street		
City, State and Zip	Kansas City, MO 64105-2118		

We hereby declare that all statements made herein of our own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Inventor: Benjamin P. Davenport

Citizenship: U.S.A.

Residence: 1429 Warren Avenue North
Seattle, Washington 98109
King County


Inventor's Signature

11/30/01
Date

Full Name of Inventor: Shawn M. Murphy

Citizenship: U.S.A.

Residence: 18710 N.E. 59th Court #G3053
Redmond, Washington 98052
King County


Inventor's Signature

30 Nov 2001
Date

Full Name of Inventor: Walter R. Smith

Citizenship: U.S.A.

Residence: 539 32nd Avenue South
Seattle, Washington 98144
King County


Inventor's Signature

11-30-01
Date

11-30-01